

Appendix G – Consultation Records, Code of Conduct & Terms of Reference

REGENT'S PARK ESTATE HS2 REPLACEMENT HOMES WORKING GROUP MEETING

Dick Collins Hall Redhill Street, NW1 4DJ 18 November 2015

AGENDA

Item	Time
1. Introductions	6.30 – 6.40
2. Minutes from the last meeting	6.40 - 7.00
3. Comments on the proposed terms of reference and code of conduct	7.00 – 7.15
4. Update on the RPE replacement housing programme	7.15 – 7.30
5. Lovell presentation of Construction Management Plan	7.30 -7.45
6. Meet the contractor event	7.45 – 7.55
7. AOB	7.55 – 8.00

HS2 Replacement Homes Working Group

Minutes of Meeting

Date: 6 October 2015	Time: 6.30pm to 8.00pm	Venue: Surma Centre
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Present	Address / Organisation	Role
Lilian Brett (LB)	Rydal Water	Resident
Steve Cristofi (SC)	Varndell Street	Resident
Pat McNicholas (PM)	Robert Street	Resident / Chair RPE TRA
Frances Mevia (FM)	Rydal Water	Resident
Antony Stone (AS)	Netley School Representative	Resident
Martin Swain (MS)	Rydal Water	Resident
Enyd Williams (EW)	Troutbeck	Resident
Antonietta Winton (AW)	Coniston	Resident
Julian Coutts (JC)	LBC	Community Intervention Manager
Lucy Gick (LG)	LBC	Regeneration Team Leader
Ayesha Malik (AM)	LBC	Senior Development Manager
Warren Myles (WM)	LBC	Development Manager
Burak Cetindag (BC)	LBC	Consultation and Engagement Officer
Andy Collyer (AC)	Lovell	Regional Development Manager
Nilufa Begum (NB)	Lovell	Resident Liaison Officer
Apologies		
Cllr Heather Johnson	LBC	Regent's Park Ward
Cllr Nadia Shah	LBC	Regent's Park Ward
Cllr Ali Nasim	LBC	Regent's Park Ward
Sharon Rodney	LBC	Housing Ward Manager
Lucy Gbadebo	LBC	Estate Services Manager
Shabbir Kawsar	LBC	Housing Officer

1. INTRODUCTIONS

Each member introduced themselves and apologies were noted.

2. PURPOSE OF THE WORKING GROUP MEETING

Item No.	Member	Comments	Action	Status
2.1	LG	Explained that the purpose of the Working Group is to keep residents and other stakeholders up-to-date about the construction of the replacement housing, and to enable residents to raise any issues about the works. One purpose of the first meeting was to introduce the contractor Lovell who would explain the current and proposed activities.		

2.2	MS	Asked if those present will receive minutes of the meeting. LG confirmed that minutes will be available.	BC to distribute minutes	
2.3	LG	Advised that papers from the meeting will be distributed to Group members and some of the documents, such as the planning boards displayed, will be added to the website.	BC to make available papers from meeting	

3. UPDATE ON THE REPLACEMENT HOUSING PROGRAMME

Item No.	Member	Comments	Action	Status
3.1	LG	Explained that on 3 September 2015 the Council's Development Control Committee resolved to grant planning permission for the construction of 116 homes on the Regent's Park Estate to replace those to be lost as a result of the High Speed Two (HS2) scheme. LG advised that enabling works are due to commence shortly and complete in January 2016.		

4. LOVELL INTRODUCTION TO THE CONSTRUCTION MANAGEMENT PLAN (CMP)

Item No.	Member	Comments	Action	Status
4.1	AC	Explained that enabling works will commence shortly on six sites within three areas which make up Phase I of the replacement housing scheme. Each area will have its own management team. The work will include site set up, hoarding, demolition of the former Cape of Good Hope public house, pruning and tree removal and site clearance.	BC to distribute draft CMP prior to next meeting	Completed
4.2	AC, LG	Advised that the Group will be involved in monitoring the Construction Management Plan (CMP) and will be invited to provide feedback.	comments on CMP made by Working Group members will be recorded	On-going
4.3	FM	Said that HS2 work at the weekends and at night, and asked Lovell to confirm their proposed working hours. AC stated Lovell will work Monday to Friday 8am to 6pm. They are also allowed to work on Saturday from 8am to 1pm but Saturday working would only take place if absolutely necessary and they would		

		update residents through project newsletters. They will not be working on Sundays or bank holidays.		
4.4	SC	<p>Asked if Lovell will be constructing all the blocks at the same time.</p> <p>AC confirmed they will be constructing six sites at the same time with Dick Collins and the Victory to following as a later stage. There is a programme for each block which is being updated and will be circulated.</p>	AC to provide further details on programme	In progress
Pest Control and Bins				
4.5	EW, PM, SC	<p>Highlighted the mice/rat problem at the edge of Mount Pleasant site and asked if Lovell had any measures during demolition for mice/rat infestation. Concerns were raised about overflowing bins and bin collection.</p> <p>AC confirmed this is part of their Health & Safety requirements. Lovell will deal with any pest infestation within the confines of their development sites.</p> <p>PM requested action to be taken to reduce the existing mice/rat problem before the construction works start.</p>	BC to raise with relevant LBC officers regarding pest control and bin collection	To be monitored
Security Concerns				
4.6	FM, JC, PM, SC, MS	<p>Members of the group raised concern about security e.g. people potentially pretending to be Lovell workers. Concerns also raised about bogus callers and the need to protect elderly and vulnerable residents.</p> <p>AC stated every Lovell worker will be wearing a hi-vis jacket with a Lovell badge, and the emergency telephone number will be made available. Contractors should not need access to the neighbouring blocks but, if this does happen, Lovell's Resident Liaison Officer will inform residents in advance.</p> <p>JC advised that if someone from the Council visits a resident without an appointment they should ring Camden switchboard on (020) 7974 4444 for confirmation.</p> <p>PM stated a police officer is to attend the next TRA meeting to explain and help about these kind of situations. Suggested every resident should be more involved in the TRA meetings.</p>	<p>NB to provide Lovell contact details as well as Council switch board number</p> <p>JC to provide text for any communications on distraction</p>	To be monitored

		It was requested that Lovell include an emergency out of hours number on their leaflets	Lovell	
Lovell Working Practices				
4.7	MS, SC, JC, LB	<p>Group members asked Lovell to explain working practices, including noise from radios, site lighting, deliveries, parking, pavement closures etc.</p> <p>AC confirmed no radios are allowed at any time. If lorries arrive earlier than 8.00am they are asked to switch off their engines whilst waiting. AC will be confirming the development site areas including the hoarding lines.</p>	Lovell to provide factsheet on working practices	To be monitored
Consultation and Mitigation (including HS2 scheme)				
4.8	MS, SC	<p>MS stated the Council has not answered his questions about mitigation or compensation for noise and disturbance. He asked if there is any mitigation measures such as secondary glazing for those residents in close proximity to the replacement housing works.</p> <p>LG confirmed any impacts from the replacement housing project will be mitigated at source through good working practices outlined in the Construction Management Plan and agreed with the Working Group. She advised the duration of HS2 works are significantly longer than Camden's two year replacement housing programme.</p>		
4.9	MS	<p>Contested there has been no consultation with the residents of Rydal Water, that none of the four group members from Rydal Water present were aware of any previous consultation. MS had only received a letter on 2 June 2015 about the planning application. He had written to the Leader of the Council, Cllr Hayward, but felt the reply had not addressed all his concerns.</p> <p>LG advised she will look into the response from Cllr Hayward.</p> <p>LG stated the Council has been consulting regularly and consistently for over two years, including events and online consultations that have been promoted widely with posters, fliers, the Camden magazine, email, twitter and door-knocking exercises at Rydal Water,. A 28-day consultation period was also undertaken as part of the planning</p>	LG	In progress

		application. PM advised that there has been various meetings for the last four years, that people are not interested and that the only people interested in meetings have been residents from Silverdale, Eskdale and Ainsdale but she thought more literature should have been translated in different languages.		
Height and Location of Buildings				
4.10	MS, SC	Asked for the exact height of the new building at Rydal Water and for an accurate image of it.	AM to provide height of new building at Rydal Water site	In progress

5. PROPOSED TERMS OF REFERENCE AND CODE OF CONDUCT

Item No.	Member	Discussion Points	Action	Status
5.1	BC	Introduced Terms of Reference for the working group which sets out the scope of the working group including suggested membership breakdown. LG asked if anyone is aware of any other residents living in blocks next to the works sites who might want to join	All invited to provide comments to BC ahead of next meeting	On-going
5.2	PM	Advised that HS2 Working Group is different Also she stated there is another Working Group for Amptill Square concerning HS2 construction issues.		
5.3	MS	Stated more consultation is needed for Rydal Water as he thought very few residents knew about the proposals.	BC to engage with Rydal Water residents	On-going
5.4	SC	Concerned that facing 20 years of disruption and so might not live long enough to enjoy the benefits of the new development.		

6. MEET THE CONTRACTOR EVENT

Item No.	Member	Discussion Points	Action	Status
6.1	NB	Explained the purpose of the event and the proposed activities Lovell will be undertaking.		
6.2	LG	Stated the event will be open to all the residents and stakeholders.		

7. CODE OF CONDUCT

Item No.	Member	Discussion Points	Action	Status
7.1	BC, LG	<p>Draft paper tabled at meeting which outlined the roles and responsibilities of the working group. Meetings will be held every four weeks, but this is subject to review. Meeting papers to be emailed and posted as stated in the Terms of Reference.</p> <p>All agreed Tuesday 3 or Wednesday 4 November 2015 as potential dates of the next meeting.</p> <p>Members will be informed of the agreed date and time in due course.</p>	<p>All invited to provide comments to BC ahead of next meeting</p> <p>No objections to meetings being held Tuesday or Wednesday</p> <p>BC to notify date and time of next meeting</p>	On-going

8. AOB

Item No.	Member	Discussion Points	Action	Status
8.1	SC, PM	Asked that AP3 petitioning posters to be written in plain, straight forward way. PM queried whether the new tenant hall on Robert Street will have internet connection. LG confirmed that could be accommodated in the detailed spec which will be completed in consultation with the TRA.	BC to pass on comment to Comms team	Completed
8.2	LG	Stated further consultation will be carried out for Rydal Water and other adjacent blocks to the constructions sites.	BC	In progress

Date and time of next meeting : Wednesday, 18 November 2015 6:30pm – 8:00pm

Venue of next Meeting: Dick Collins Hall (Regents Park Estate Residents Association Hall) Redhill Street, London, NW1 4DJ

HS2 REPLACEMENT HOUSING WORKING GROUP TERMS OF REFERENCE

1. The name of the group is HS2 Replacement Housing working group

2. Aims or purpose of the group is to:

- To represent and reflect the views and concerns (based upon experience) of local stakeholders, including residents, business owners and service providers.
- Working Group will be one of the ways that we keep residents across the estate up to date and for you to communicate any issues which arise as a result of the works. The Working Group will also be involved in monitoring the Construction Management Plan and will be consulted with on the Allocations Policy when we reach those phases of the project. The timeline below outlines the milestones achieved and expected:
 - **June 2015:** Exhibition
An exhibition of completed designs submitted by Camden Council for planning permission at the end of May 2015
 - **Summer 2015:** Planning Permission
Planning permission for 116 new homes was resolved to be granted by Camden Council Development Control Committee on 3 September 2015.
 - **October 2015:** First Working Group Meeting
 - **Autumn 2015:** Construction Begins
We will begin to construct the replacement homes. Once the Contractor is appointed a 'Meet the Contractor' event will be arranged and they will also plan for ways to minimise the impact of noise and construction on residents
 - **During 2016:**
We will consult with residents in the Red Blocks [Silverdale, Eskdale, and Ainsdale] to help them prepare for moving, including helping all residents to register on Home Connections
 - **End of 2016:** Royal Assent
The HS2 Hybrid Bill is expected to be passed by parliament at the end of 2016
 - **Summer 2017:** Completion
The Replacement Homes Residents in the Red Blocks to be demolished will begin to move into Netley and the new Regent's Park Estate Replacement Housing homes

- **Early 2018:** Demolition of Red Blocks
HS2 Ltd. expect to demolish Silverdale, Eskdale and Ainsdale blocks and also the identified street properties on Cobourg Street and Melton Street
- To work in partnership with Camden and its officers to ensure that local aspirations are fully understood/developed and balanced against the requirements from Camden as a landlord.
- To identify and undertake appropriate training to ensure that the role and effectiveness of the group can be fulfilled satisfactorily.
- To give advice to council officers on consultations which have taken place and make suggestions on how they could be improved.

3. Terms of Reference

Group members will:

- Attend meetings, training events and visits as necessary to ensure that the tasks are fulfilled
- Be kept up to date in a timely manner of all relevant and pertinent information relating to the regeneration plans and proposals
- Make suggestions and comments on reports to the chair .Recommendations/ suggestions should be made by Group consensus. And if required vote can be taken
- Advise and assist the London Borough of Camden on stakeholders' views regarding the services and standards
- Have access to all relevant information
- Be involved in the selection of specialist and consultants who will be working on the estate as part of the regeneration work
- The membership breakdown is to be discussed at the first meeting. The organisations should nominate their own members. For practical and fairness reasons It is hoped that this will consist of:

Ward Councillors

Key representatives of Regent's Park Estate resident community groups

Representatives of elderly and youth community groups in the local area.

External stakeholders

Equalities

The Group will value equality and diversity in all aspects of its role and responsibilities. This also means that the group will aim to reflect the local community; that training and communication will be tailored to ensure that “hard to reach” groups are not excluded. The group will work towards the elimination of discrimination against anyone on the basis of: race, colour, ethnicity, age, disability, national origins, sexual orientation, faith, gender, marital status, or income.

Membership

The Working Group will be comprised of resident representatives from the Regent’s Park Estate, Ward Councillors and any other relevant stakeholders that may be required. The representatives of voluntary organisations and interested residents were invited to participate. Camden Council officers include the HS2 Project Team, Communications, officers from Housing Management and community Safety.

Members should be aware of the considerable personal and time commitment they are undertaking when forming/ joining this group.

Facilitator/Chair

The group may wish to have a facilitator or a Chair for meetings and this is open for the group to decide. The chair will be elected by the working group members. The Development Manager will be responsible for agreeing the agenda, associated paper work, notes of meetings, and action points to be followed up etc.

Meetings

Group meetings will be planned to suit the needs of the maximum number of members but can be held during normal office hours. Meetings will aim to be less than 2 hours. The working group meetings will be held every 4 weeks as stated in the code of conduct.

Record of Meetings

A record of the group meetings will be made in the form of minutes/notes showing discussions and required actions. This can be done by either a member of the group or the Consultation and Engagement officer. Where possible, minutes/notes should be sent as soon as practicable after each group meeting. Where possible, agendas and reports should be sent out 7 days in advance of meetings. Group members will be expected to have read paperwork prior to the meeting.

Support and Training

A training programme will be identified to support members and to enable full participation. Group members will be expected to attend training and commit to an ongoing programme, as the regeneration progresses.

REGENT'S PARK ESTATE - REPLACEMENT HOUSING WORKING GROUP

CODE OF CONDUCT

1. Conduct of meetings.

Group members should at all times:-

- a) Be courteous to each other by being supportive and assisting other members in seeking the best possible solution to problems being discussed
- b) Allow each other the opportunity to speak and comment
- c) Follow the guidance of the Chair/Facilitator in the conduct of the meeting
- d) Follow the agenda and do not introduce new items during a meeting as these can be covered in the agenda under any other business
- e) Prepare for the meeting event by reading all the papers in advance and bringing them to the meeting
- f) Officers, consultants, advisers and residents will avoid jargon or initials a new member might not recognise, if used, then a full explanation shall be given.
- g) Remember: -
 - Members are there to represent the interests of stakeholders on the estate/area.
 - Members will be nominated by their own organisations.
 - Members are expected to provide two way feedback to and from the Working Group and Regents Park Estate community
 - Meetings are meant to be for the benefit all participants
 - *Stakeholders including Council staff have rights , members are reminded to work together in the spirit of partnership*
- h) Refrain from speaking and writing on behalf of the group without obtaining prior approval.
- i) Any correspondence sent on behalf of the panel should be made available to all members in a timely fashion
- j) Observe the terms of reference

2. Guidance on procedures

- a) The Chair/Facilitator should welcome members and others to the meeting and offer introductions to all present at each meeting
- b) Speakers to go through the Chair/Facilitator and keep their speaking to the subject matter being discussed
- c) Only one person to speak at a time and there shall be no speaking across other members
- d) Meetings must start on time and members must abide by the agenda
- e) Late arrivals can enter the room quietly but must not disrupt the meeting when it is in progress
- f) Mobile phones and other devices must be switched off during the meeting

- g) The use of all recording and filming devices is strictly prohibited at all meeting and events
- h) If the Chair /Facilitator feels at any time feelings in the room are becoming heated/tense/angry he/she is entitled to call a time out cooling off break of five or ten minutes to allow a cooling off period.

3. Discrimination

- a) No member will discriminate against any other member of the group (or against officers) or member of the public.
- b) Discriminatory language will not be used in discussions.
- c) All those who attend meetings have the right to be treated with dignity and respect, regardless of their race, colour, ethnic or national origins, nationality, gender, marital status, age, sexuality, belief, or any other matter which causes people to be treated with injustice.

4. Conflicts of interest

Officers, consultants and Individual members:

- a) Disclose any interest, whether personal or relating to any group they represent, that could affect or influence their approach to matters under discussion
- b) Must not expect to receive more or less favorable treatment by Officers because of their membership of the group
- c) Must use the normal procedures for reporting repairs, complaints etc.

5. Confidentiality

- Information made available to group members in the course of their duties deemed confidential shall not be disclosed.
- Information and publicity about the replacement housing scheme takes place in the form of newsletters, drop ins, events etc. and the Working Group encourages as much information being available to residents. .

6. Political affiliation

- Individual members may not represent a political party in their role as a member of the group.

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7. Breach of Code of Conduct

- If a group member does not abide by the Code of Conduct, the Chair /Facilitator will warn that if they break the code again they may be asked to leave the meeting/session
- The Chair/Facilitator may give the person two further warnings (a maximum of three warnings in any one meeting and/or three consecutive meetings)
- After that, the group may at the next meeting include a motion to exclude the person for a period of time

Any serious or persistent breach of the Code of Conduct shall be subject that member being removed from the group

8. Period for the Working Group

- We will need the Working Group to meet regularly throughout the period of construction
- It is proposed to meet every 4 - 6 weeks initially, to be agreed.
- The terms and conditions, including the frequency of the meetings will be reviewed after six months to ensure they reflect the work and role of the group.

Additional consultative sessions will be established to discuss community aspects of the scheme including youth provision, future management of the site with membership, duration and format determined as appropriate.

In my capacity as a Regent's Park Estate Working Group Member I have read and understood and hereby agree to abide by the Code of Conduct

Name

Contact Details

Signed

Dated

LOVELL

MEET THE CONTRACTORS 1ST DECEMBER

This is an opportunity for you to be able to meet the Lovell's team together with the Engagement Office and Development Manager from Camden Council. At this meeting you will have the opportunity to ask questions about the designs & the construction work on your estate, as well as a chance for your suggestions to be heard.



Lovell are working in Partnership with Camden Council to provide homes regeneration along the proposed HS2

Working in Partnership With



To be held on the
1st December from
12:00 - 20:00

This is your
opportunity to meet
Lovell's Team, to
preview and
comment on
designs

Have your questions
answered

Your Consultation &
Engagement Officer
& Development
Manager will be
present from
Camden Council

SURMA CENTRE
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1st December 2015